

Actelis Warranty Packages and Services

Actelis Networks is pleased to offer a complete range of warranty and support services to ensure that our customers are able to maximize their investment. Through the Actelis Service Programs, our customers gain access to the processes, technology, tools and talent to capture the full potential from the Actelis solutions while maintaining predictable costs for network operations. The Actelis service organization is comprised of highly responsive, well-qualified and committed engineers who are focused on your successful network operation. Actelis will work with you to tailor a service program to meet your business needs.

Standard Warranty Package

- Actelis products ship with a standard 2 year hardware warranty and 90 day software warranty.
- Our hardware warranty includes 30 day Repair and Return following receipt of the product at one of our authorized Actelis repair centers.
- Our software warranty includes software bug fixes for the software release purchased with the Actelis hardware.
- Our Technical Assistance Center may be accessed Monday – Friday during our standard business hours of 8:00 a.m. – 5:00 p.m. PST/PDT, excluding Actelis observed holidays. Requested support may be initiated via phone or email during the warranty period.

Enhanced Service Options – Bundles and Unbundled

Understanding that our customers may need expanded support for protection of mission critical networks, Actelis has developed a suite of service offerings to enhance our standard product warranty. Our bundled and a la carte service options provide customers the opportunity and flexibility to customize their support program according to their specific requirements. For a single fee, our customers may take advantage of one of the service options.

BUNDLED SERVICE OPTIONS:

Platinum Support

Our premium Platinum service option is designed for mission critical networks where downtime is not an option and our hardware support is a critical requirement for meeting your sparing needs. Our Platinum Support includes the following services:

- Unlimited access to expert customer service engineers 24/7, 365 days per year. Support may be initiated via phone, email or web form. Our customers are entitled to enhanced access to the Actelis web portal. Remote installation and after hours support are included in this program.
- Actelis is committed to ship replacement product overnight for next business day delivery for hardware replacement requests received prior to 12:00 p.m. EST. Requests received after 12:00 p.m. will be shipped the following business day.
- Software support provides the insurance that our customers always have access to the newest functionality and advanced features your subscribers will demand. The software support includes patch/bug fixes, maintenance releases and software upgrades.
- Actelis supports a maximum of 3 software releases which are defined as the current load and the 2 previous major releases.

Gold Support Plan

Our gold service offering is the perfect choice for maintaining mission critical networks where downtime is not an option and Actelis backup support is required to augment your regional sparing plan.

Our gold support includes the following services:

- Unlimited access to our expert customer service engineers 24/7, 365 days per year. Support may be initiated via phone, email or web form. Our customer our entitled to enhanced access to the Actelis web portal. Remote installation, upgrades and after hours support are included in the Gold plan.
- Expedited Repair consists of Repair and Return of hardware within 10 days of receipt at one of our authorized Actelis repair centers.
- Limited software support provides the insurance that you have access to all patch/bug fixes and any available maintenance releases for the currently installed software.
- Actelis supports a maximum of 3 software releases which are defined as the current load and the 2 previous major releases.

Bronze Support

- Our Bronze service is our basic support offering that extends your products that are no longer covered under our standard warranty program. The offering can be tailored to true up the network on a quarterly basis as our products come out of warranty. Our Bronze support includes the following services:
- Limited access to expert customer service during our standard business hours of 8:00 a.m. to 5:00 p.m., PDT/PST on Monday – Fridays excluding Actelis observed holidays. Support can be initiated via phone, email or web.
- Standard Repair provides a hardware repair and return within 30 days of receipt at one of our authorized Actelis repair locations.
- Limited software support provides the insurance that you have access to all patch/bug fixes and any available maintenance releases for the currently installed software.

UNBUNDLED SERVICE OPTIONS

Advanced Technical Support

Advanced Technical Support provides unlimited access to expert customer service engineers 24/7, 365 days per year excluding Actelis-observed holidays. Support may be initiated via phone, email or web form. Customer is entitled to enhanced access to the Actelis web portal.

Advanced Hardware Replacement Service

Advanced Hardware Replacement Service provides a guaranteed next business day delivery of replacement product requested before 12:00 PM EST. For replacement requests received after 12:00 PM EST, product will be shipped the following business day.

Software Maintenance Service

Software Maintenance Service provides the ability to extend our limited software support during the hardware warranty period while providing the insurance that you have access to all patch/bug fixes and any available maintenance releases for the currently installed software.

Software Upgrade for Feature Release

Software Upgrade Support provides the insurance that you always have access to the newest functionality and advanced features your subscribers will demand. The software support includes patch/bug fixes, maintenance releases and software upgrades. Includes all ML product software and MetaASSIST View software.

ORDERING AND ADDITIONAL INFORMATION

Please contact one of our service experts to learn more about our support offering.

For warranty service related questions and information or to request a quote please contact:

- Belgium: (0) 800 71180
- Denmark: (0) 800 887 771
- Italy: +390 289 781 980
- Netherlands: (0) 800 0225982
- UK: (0) 800 9179049
- USA Toll free: +1866 638 2544
- USA Local: +1510 545 1071

For all other inquiries, please call +1 866 ACTELIS (+1 866 228 3547) (+1 510 545 1071) or your authorized Actelis reseller.